

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Page Belting Co

#### New Hampshire Manufacturing Extension Partnership

#### Page Belting Improves Production Flow, Customer Satisfaction

##### Client Profile:

Page Belting began manufacturing leather belting for industrial machines in the late 1800s. Located in Concord, New Hampshire, the company currently has 45 employees.

##### Situation:

Page Belting's product line had grown from a handful of items to over 70 different products. In addition to growing its range of product offerings, Page Belting made attempts to stay competitive by accepting small orders that its competition could not produce efficiently. The decision created a differentiator for the company, but it also created a tremendous burden on the manufacturing floor. Page Belting's president recognized the need to change the way orders were placed, processed, and completed, and called upon the New Hampshire Manufacturing Extension Partnership (NH MEP), a NIST MEP network affiliate, to provide assistance.

##### Solution:

NH MEP completed an assessment of Page Belting's existing operations and determined that orders could not be processed and sent out quickly enough. It was also discovered that excess work-in-process (WIP) had accumulated. WIP represents money tied up in inventory and slows down the response to customer needs. NH MEP began working with Page Belting's management team to implement useful and necessary lean manufacturing techniques that maximized the company's floor space and production flow within the manufacturing shop.

With help from NH MEP, Page Belting began to examine its manufacturing operations and found considerable waste and inefficiency. One job took 536 steps to complete! By analyzing each operation on a step-by-step basis, the company was able to identify problems and redesign production flow to be efficient and organized. Page Belting's improved processes help the company meet on-time delivery promises and achieve the highest customer satisfaction.

##### Results:

Redesigned existing production processes; reduced one job from 536 steps to only 45 steps.

Improved inventory accounting.

Eliminated clutter by reducing WIP.

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Increased customer satisfaction.

Forecasting a 25 percent increase in sales over the next two years.

**Testimonial:**

"The results have exceeded expectations. I expect to see a 25 percent increase in sales for the next two years and, thanks to the work we've done with the New Hampshire Manufacturing Extension Partnership, my sales team can now continue to bring in new business without fear of not being able to deliver."

Mark Coen, President and CEO